



Our Lady of Lourdes Regional Medical Center

Patient Rights and Responsibilities

Your Patient Rights

You have rights and a role regarding your treatment and care. The list below will help you learn about your rights and role as a patient, which can help you make better decisions about your care.

As a patient, you or your legal representative have the right to:

- Whenever possible, be informed of the patient rights and responsibilities in advance of furnishing or discontinuing patient care.
- Have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital.
- Receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.
- Be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment.
- Be informed of the names and functions of all physicians and other healthcare professionals who are providing direct care to the patient. These people shall identify themselves by introduction and/or by wearing a name badge.
- Receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's healthcare personnel.
- Participate in the development and implementation of his/her plan care.
- Information about pain, the appropriate assessment of pain, and to be able to participate in pain relief measures with input from their doctor and all concerned staff.
- Make informed decisions regarding his/her care. The patient has a right to be informed of his/her health status and to be involved in their care planning, treatment and the ability to request or refuse treatment. This must not be construed as a mechanism to demand the provision of treatment and services deemed medically unnecessary or inappropriate.
- Be included in experimental research only when he/she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with appropriate law and regulations. The patient may refuse to participate in the experimental research, including the investigations of new drugs and medical devices.
- Be informed if the hospital has authorized other healthcare and/or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.
- Know that the hospital reuses some items that are manufactured for single use. All such items are re-manufactured in accordance with FDA standards.
- Formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.

- Be informed by the attending physician and other providers of healthcare services about any continuing healthcare requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and hospital staff in arranging for required follow-up care after discharge. Medicare patients have the right to receive Medicare Discharge Information (CMS R-193).
- Have his/her medical records (including all computerized medical information) kept confidential as permitted under applicable law.
- Access information contained in his/her medical records within reasonable time frame.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care in a safe setting and to be free from all forms of abuse and harassment.
- Examine and receive an explanation of the patient's hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital.
- Be informed of his/her responsibility to comply with the hospital's rules, cooperate in the patient's own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property and provide required information regarding payment of charges. Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution.
- Have a family member or other individual present with him/her for emotional support during their hospitalization. The hospital does reserve the right to revoke this privilege if the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- File a grievance, without recrimination, to voice a complaint about the care received and have the complaint/grievance reviewed, addressed and when possible resolved in a timely manner. If any patient or his/her representative has concerns about these rights, he/she may contact the **Department Director or Nursing Supervisor at 337-470-4124 or the Advocacy Department at 337-470-2810** to file a formal complaint. Additionally, patients may directly file a complaint with the:

Hospital Complaint Desk, Department of Health and Hospitals, Health Standards Sections, P.O. Box 3767, Baton Rouge, LA 70821, or call 225-342-6429, regardless of whether a complaint is filed with Our Lady of Lourdes. Medicare beneficiaries may call **800-433-4958**.

The public may contact the **Joint Commission's Office of Quality Monitoring** to report any concerns or register complaints about a Joint Commission accredited healthcare organization by either calling **800-994-6610** or emailing complaint@jcaho.org.

Information obtained from the following sources:

The Joint Commission, Centers for Medicare and Medicaid Services and Louisiana Administrative Code.

Your Patient Responsibilities

You, the patient, are responsible for following hospital rules and regulations, especially those affecting patient care, personal conduct and safety.

As a patient, you or your legal representative are responsible:

- For providing a complete and accurate medical history.
- For asking questions whenever you don't understand the information being provided.
- For following the recommendations and advice prescribed.
- For telling your doctor when you are unable to follow any recommended treatments.
- For telling your doctor about any unexpected change in your condition.
- For accepting the consequences of your actions if you refuse treatment or if instructions are not followed.
- To be considerate of the needs of other patients, staff and hospital property.
- For assisting in the control of noise and number of visitors to your room.
- For respecting the property of other patients, the staff and the hospital.
- For providing accurate insurance information, for working with the hospital to arrange payment and for advising the hospital about your ability to pay.
- For recognizing the effect of lifestyle on your personal health.